

FIG. 1

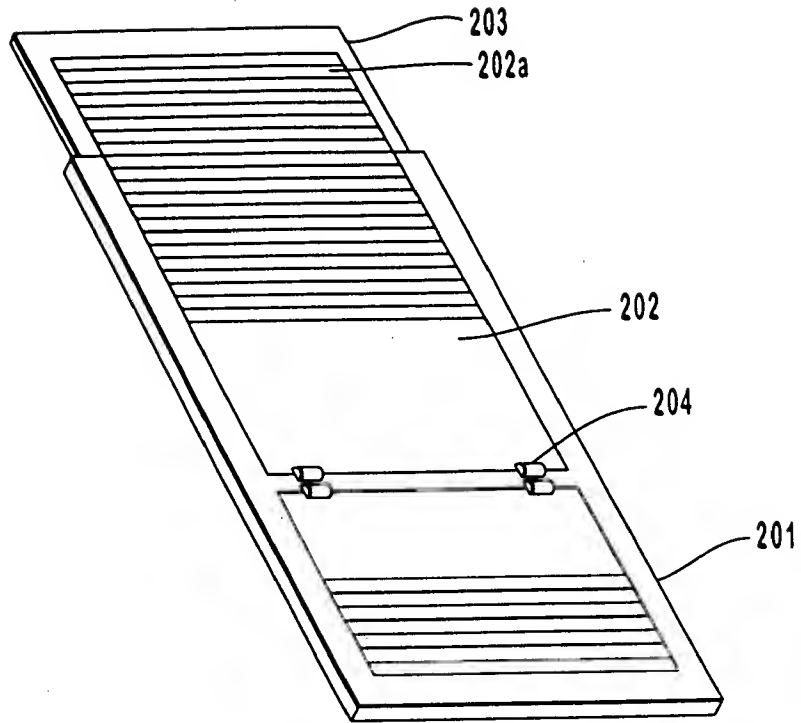


FIG. 2

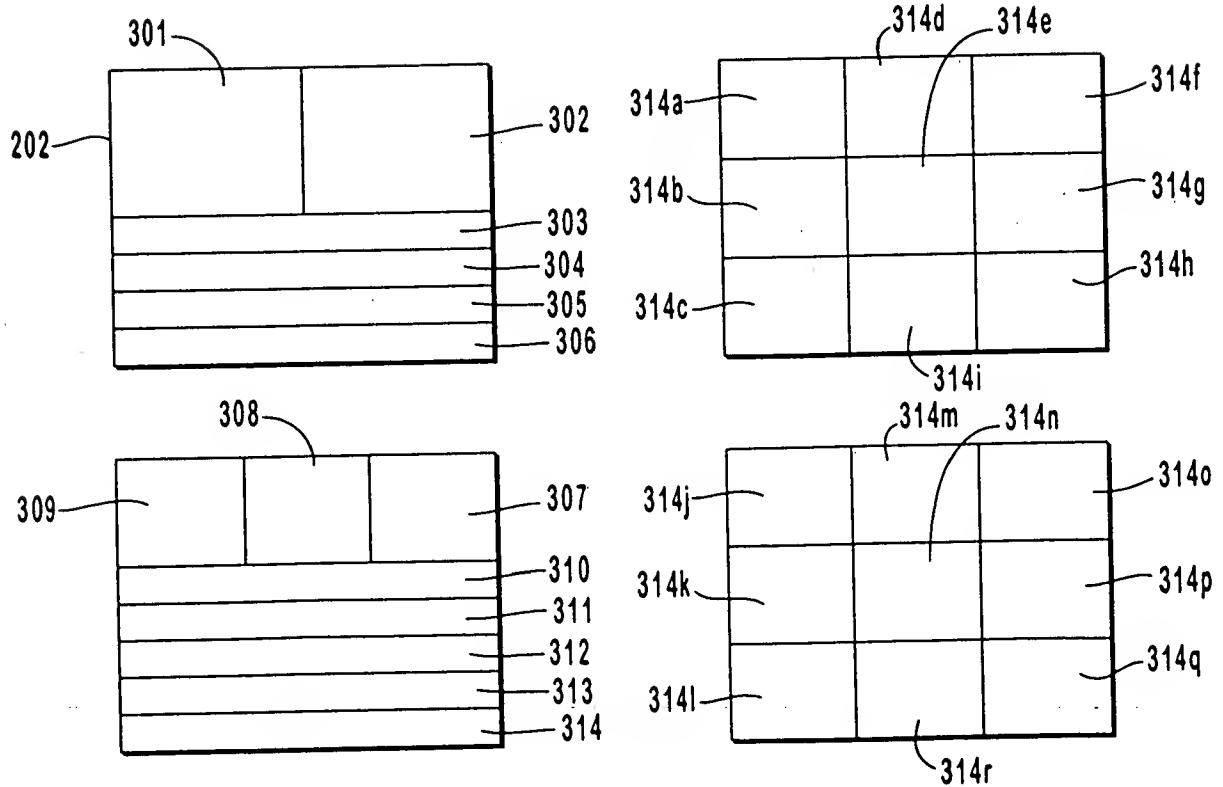


FIG. 3

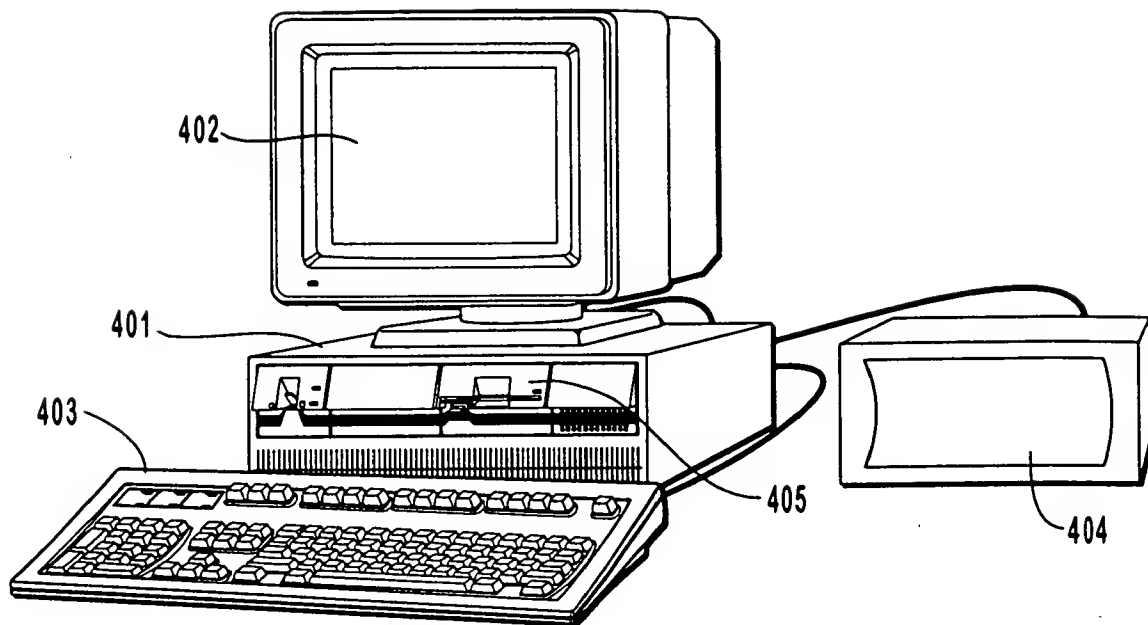


FIG. 4a

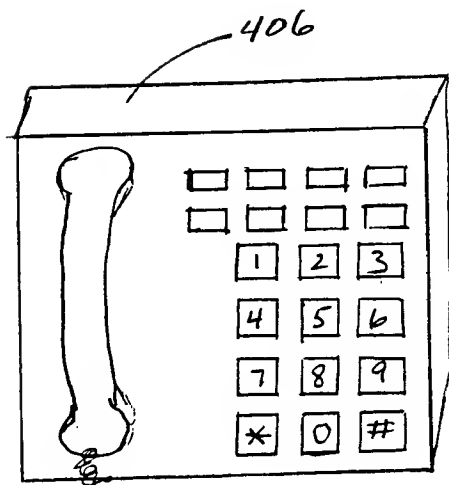


FIG. 4b

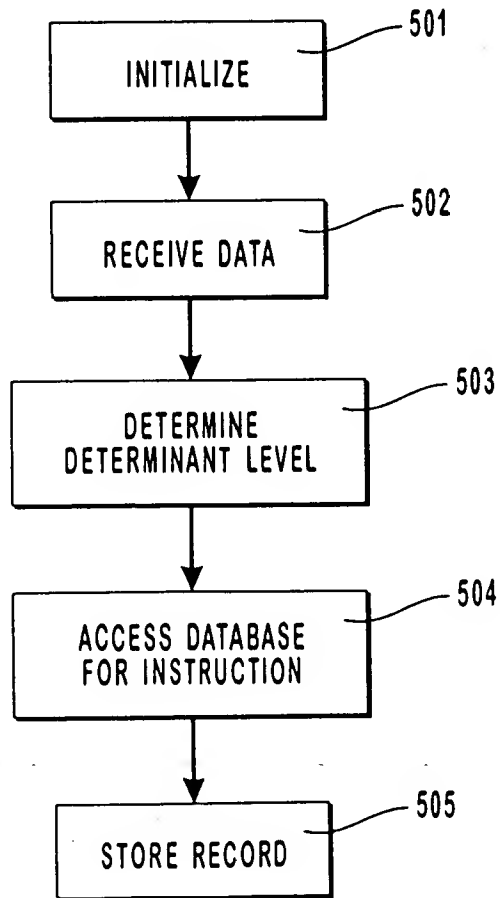


FIG. 5

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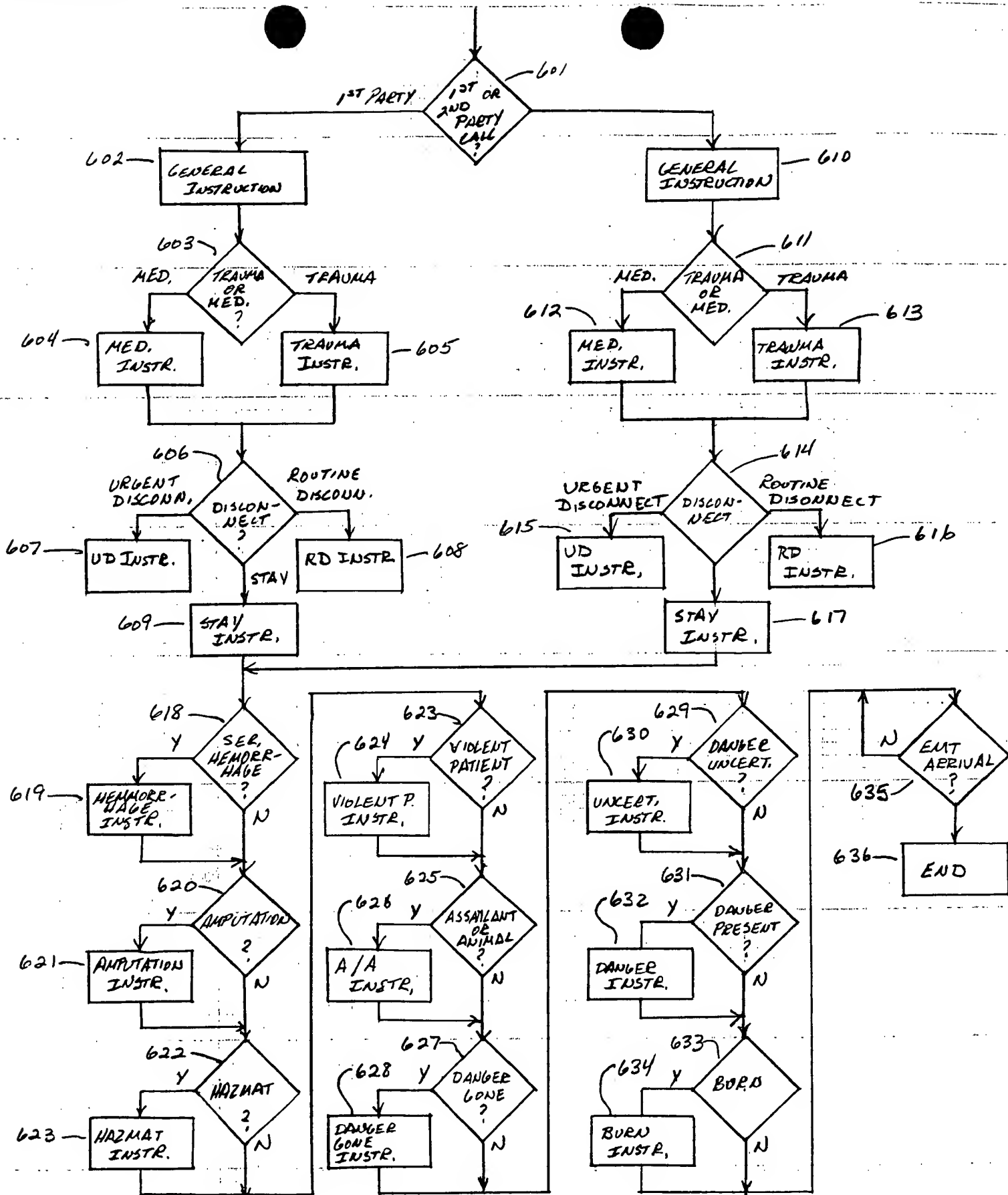


FIGURE 6

X CASE EXIT

1 1 st Party Caller	Universal Instructions	1 2 nd Party Caller
<p>Help is on the way.</p> <p>Don't have anything to eat or drink. It might make you sick or cause problems for the doctor.</p> <p>(MEDICAL) Just rest in the most comfortable position for you.</p> <p>(TRAUMA) Don't move around, unless it's absolutely necessary. Just be still and wait for help to arrive.</p> <p>Stable - 2 Unstable or Not alert - 3</p>	<p>* When the caller is not with the patient, begin instructions with:</p> <p>Go back to her/him now and... then follow the instructions with:</p> <p>Don't hang up. Go do it now and tell me when it's done.</p> <p>Repeat this phrase as appropriate whenever you send the caller away from the phone to do something.</p> <p>* If the patient is outside:</p> <p>Protect her/him from the elements.</p> <p>then if necessary:</p> <p>If s/he is cold, keep her/him warm.</p> <p>Airway</p> <p>* The airway of an unconscious patient must be constantly maintained.</p> <p>* The sitting up position is usually best for alert patients with any breathing difficulty.</p>	<p>(Reassure her/him that) Help is on the way.</p> <p>Don't let her/him have anything to eat or drink. It might make her/him sick or cause problems for the doctor.</p> <p>(MEDICAL) Just let her/him rest in the most comfortable position and wait for help to arrive.</p> <p>(TRAUMA) Don't move her/him, unless it's absolutely necessary. Just tell her/him to be still and wait for help to arrive.</p> <p>Stable - 2 Unstable or Not alert - 3</p>
<p>2 Routine Disconnect (= stable) - 1st Party</p> <p>I'm going to let you go now.</p> <p>(Appropriate) If you can, please:</p> <ul style="list-style-type: none"> Put away any family pets. Gather your medications and write down the name of your doctor. Unlock the door. Turn on the outside lights. <p>(Always) If anything changes, call me back immediately for further instructions.</p> <p>End</p>		<p>2 Routine Disconnect - 2nd Party</p> <p>I want you to watch him/her very closely.</p> <p>(Appropriate) If s/he becomes less awake and vomits, quickly turn her/him on her/his side.</p> <p>(Appropriate) Please:</p> <ul style="list-style-type: none"> Put away any family pets. Gather the patient's medications and write the name of the patient's doctor. Unlock the door. Turn on the outside lights. Have someone meet the paramedics. <p>(Always) If s/he gets worse in any way, call me back immediately for further instructions.</p> <p>End</p>

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3 Stay on Line (≈ unstable) - 1 st Party	3 Stay on Line (≈ unstable) - 2 nd Party
<p>I'll stay on the line with you as long as I can.</p> <p>If anything changes, just let me know.</p> <p>(Tell me when the paramedics (EMTs) get there.)</p> <p>End on Arrival</p>	<p>I'll stay on the line with you as long as I can.</p> <p>Watch her/him very closely and look for any changes.</p> <p>If s/he becomes less awake or starts getting worse, tell me immediately.</p> <p>(Tell me when the paramedics (EMTs) are right with her/him.)</p> <p>Airway - ABC-1</p> <p>End on Arrival</p>
4 Urgent Disconnect - 1 st Party	4 Urgent Disconnect - 2 nd Party
<p>I need to hang up now (to take another call).</p> <p>Help is on the way.</p> <p>If anything changes, call me back immediately for further instructions.</p> <p>End</p>	<p>I need to hang up now (to take another call).</p> <p>Help is on the way.</p> <p>(Appropriate) If s/he becomes less awake and vomits, quickly turn her/him on her/his side.</p> <p>(Always) If s/he gets worse in any way, call me back immediately for further instructions.</p> <p>End</p>
5 Control Bleeding	6 Amputation
<p>Don't use a tourniquet.</p> <p>I'm going to tell you how to stop the bleeding.</p> <p>Listen carefully so we're sure to do it right.</p> <p>Get a clean, dry cloth or towel and place it right on the wound. Press down firmly and don't lift it up to look.</p> <p>If it keeps bleeding, you're probably not pressing hard enough. Remember, keep firm, steady pressure on the wound.</p> <p>Airway - ABC-1</p> <p>Amputation - 6</p>	<p>Listen carefully. I want you to locate all amputated parts or skin and place them in a clean plastic bag.</p> <p>Do not place the part on ice or in water as this may damage it.</p> <p>Airway - ABC-1</p> <p>SERIOUS Hemorrhage - 5</p>

X CASE EXIT

FIGURE 7b

X CASE EXIT

<p>7 ✓ Danger Present – Scene/HAZMAT</p> <p>Listen carefully. This could be a very dangerous situation.</p> <p>Do not approach (or touch) the patient at all.</p> <p>Let the paramedics (EMTs) handle it.</p> <p>(If anything changes, call me back from a safe place, if possible, for further instructions.)</p> <p>Danger—Leave now – 12 End</p>	<p>Danger Awareness</p> <p>* Scenes involving dangerous physical conditions, assailants, and violent patients can change rapidly for the worse. EMDs should reassess often, and not hesitate to advise the caller to get away (or attain a safer location) whenever their safety is in reasonable doubt then call back from somewhere safe.</p> <p>* Keeping a caller on the line in some dangerous incidents could create more danger by making them visible or more accessible to a violent patient or intruder.</p> <p>* If the caller is in danger from another person and is advised to leave now, tell them not to hang up, and leave the phone off the hook, allowing the EMD to monitor sounds and activity at the initial scene.</p>	<p>10 Danger Gone – Verification</p> <p>Listen carefully. This could still be a very dangerous situation, but if you are sure the danger has gone, you could help the patient.</p> <p>(Do not disturb the scene or move anything.)</p> <p>• Do you think it is safe to approach the patient now?</p> <p>Yes – 1 Yes (airway) – ABC-1 No/Uncertain – 11</p>
<p>8 ✓ Danger Present – Violent Patient</p> <p>Try to avoid any contact with her/him.</p> <p>Tell me immediately if s/he leaves the scene or passes out.</p> <p>(Do not disturb the scene or move anything.)</p> <p>Left scene – 11 Danger—Leave now – 12</p> <p>• (Unconscious) Do you think it is safe to approach the patient now?</p> <p>Yes – ABC-1 No – 12</p>		<p>11 Danger Uncertain – Monitor Safety on Line</p> <p>I'm going to stay on the line to be sure you're still safe.</p> <p>If the assailant/animal comes back, tell me right away.</p> <p>Let me know when the paramedics (EMTs) arrive.</p> <p>Danger back—Leave now – 12 End on Arrival</p>
<p>9 ✓ Danger Present – Assailant/Animal nearby</p> <p>Keep very quiet and stay out of sight.</p> <p>Tell me immediately if the assailant/animal leaves the scene.</p> <p>(Do not disturb the scene or move anything.)</p> <p>• (Left scene) Are you sure the assailant/animal has left?</p> <p>Yes – 10 No – 12 Danger—Leave now – 12</p>		<p>12 ✓ Danger Present – Leave Now</p> <p>(If it's too dangerous to stay where you are, and you think you can leave safely,) get away and call me from somewhere safe.</p> <p>End</p> <p>13 ⚠ Cooling and Flushing</p> <p>(Heat or Fire) Cool the burn for up to 10 minutes with water.</p> <p>(Chemical) Flush the area with a lot of water until help arrives.</p> <p>–1 Airway – ABC-1</p>